



# ADVISORY BULLETIN

June 22, 2020  
Supersedes March 20, 2020

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## Contingency Planning: Steps to Take if Patient Status Lookup is Unavailable in Metrc

In order to ensure the continued operation of licensed businesses, the MRA is putting in place contingency protocols. These protocols are meant to serve in unlikely, worst-case scenarios.

### Rule 11(4)(c) in the Marihuana Licensees Rule Set - R 420.111(4)(c)

Before selling or transferring marihuana to a registered qualifying patient or to a registered primary caregiver on behalf of a registered qualifying patient, inquire of the statewide monitoring system to determine whether the patient and, if applicable, the caregiver hold a valid, current, unexpired, and unrevoked registry identification card and that the sale or transfer will not exceed the daily and monthly purchasing limit established by the agency under the medical marihuana facilities licensing act.

If Provisioning Centers are unable to verify patient or caregiver status – and have received notification of Metrc issues from the MRA – they should proceed under the following guidance:

Existing patients: Provisioning Centers should verify existing patients – patients who are previous customers – in their current point-of-sale system prior to making the sale and should ensure the sale is within the daily allowance for patient sales.

New patients: Provisioning Centers should review and follow internal procedures to verify a patient card is a state issued card. Provisioning Centers should make a copy of the patient card and the state issued identification card or driver's license presented prior to the sale. This copy should be kept until the patient information can be entered into Metrc. The Provisioning Center should ensure the sale is within the daily allowance for patient sales.

All patient purchases conducted during the timeframe in which the system is unavailable should be uploaded to Metrc within 24 hours from when the system is restored. The patient status lookup should be reviewed for each patient and – in the event a sale was made to an inactive patient or an over-sale (an amount that equals not more than 2.5 ounces of marijuana per day and not more than 10 ounces over a 30 day period) was made – the Provisioning Center must report that sale information to the MRA at [MRA-Compliance@michigan.gov](mailto:MRA-Compliance@michigan.gov).

This plan is for contingency purposes only. You can contact Metrc Support via email at [support@metrc.com](mailto:support@metrc.com) or phone (877-566-6506) for any questions or to report any issues that arise.

A complete copy of the Administrative Rules and additional information about the Marijuana Regulatory Agency (MRA) can be found at [www.michigan.gov/MRA](http://www.michigan.gov/MRA).

*This advisory bulletin does not constitute legal advice and is subject to change. Licensees are encouraged to seek legal counsel to ensure their operations comply with all applicable laws and rules.*



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Questions can be sent to the Operation Support Section via email at [MRA-Compliance@michigan.gov](mailto:MRA-Compliance@michigan.gov).